Updated: _____

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MTAC Focus Group Sessions

Wednesday, November 20, 2013

MAIL PREPARATION AND ENTRY (OPERATIONS)

Dave Williams, USPS VP-Network Operations
Anita Pursley, MTAC Industry Leader, Entry & Preparation

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Session 1: FIRST-CLASS MAIL   (Sharon Harrison, MTAC Industry Leader)

Action Items from Last Meeting

Process for ordering/replacing label holder – Process Improvement

➢ Webinar hosted for field and tray label holder replacement SOP was discussed

➢ One mailer is replacing 80% due to potential for defective label holders – automated equipment

➢ Adhesive tray labels are being explored for use

➢ Very few cardboard trays are still in use

Share MOP flow on forwarding of mail and undeliverable mail

➢ Completed

Post mail flow (MOP) on RIBBS (MP&E folders)

➢ Completed

MTEOR – sites not reporting – improve communication needed

➢ BSN is being employed to improve communication for not reporting.

Include Postal Customer Councils (PCCs) when rolling out MTEOR

➢ Competed

Are First-Class Mailer permitted to stack pallets?

➢ Competed (answer is yes, but only after mail has been accepted)

Updated: _____

Flat Strategy – Mail Design

➢ No changes to mail piece design are planned for First-Class mail at this time

Remittance Mail Redirect – Address lead time in planning

➢ Covered in presentation slides

Labeling Lists & CSAs approval process does not align

➢ Evaluate CSA process

➢ Potential workgroup

➢ Network Operations is sponsoring an LSS project to improve the CSA process – seeking volunteer companies to participate

Workgroup Updates

➢ **WG 156 – Utilizing the Mail Optimization Matrix (MOP)**

   o Group has wrapped up its work. All meetings completed.

   o Supporting documents and MOP have been developed and list of opportunities have been developed.

   o Templates for top opportunities for Mail Prep and Entry Steering Committee review were completed.

   o The PARS mailflow diagram was shared with MOP group and posted on MITS.

➢ **WG 157 – Load Leveling**

   o Load Leveling for Standard Mail was tested at the South Jersey Plant for two weeks: 09/10/13 – 09/26/13.

   o Team met during week of 11/11/13 and scheduled to meet on Friday (11/22/13).

   o Prior to testing, Mondays were the heaviest delivery day and the lowest volume days were Tuesdays. Most FCM was delivered on Mondays. Heaviest drop ship entry day was Friday for Monday delivery.

   o During test, mail volume for delivery was leveled more smoothly across all days of the week.

   o Pilot test results: 31% reduction in delivery overtime; 50% reduction of carrier out after 5:00pm; and more consistent delivery times.

   o Next steps: Meeting scheduled for Friday (11/22/13), still assessing mail processing savings and moving forward with PRC case.

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- ➢ **UG 7 – MTEOR**

    - o Meets every 3 weeks and reports go out on Tuesdays

    - o Customer report templates are still under discussion.

    - o A messaging module has been installed on the MTEOR website.

    - o Mailers' order history has been expanded from 10 days to 14 days. By spring of 2014, mailers will have access to 30 days of order history.

    - o UG 7 Resource Center is maintained on the RIBBS/MTAC website. It contains all meeting documents and meeting minutes.

    - o The next meeting is scheduled for December 3, 2013.

- ➢ **Task Team 11 – Revising mail preparation parameters file releases…**

    - o TT-11 was reopened at industry request to review the update schedule.

    - o In the past, Labeling Lists and Mail Direction File were updated four times per year. Revisions include 12 updates per year and 30-day notification, while the 30-day grace period remains in effect. Changes are effective in January 2014.

    - o A frequency of 12 times per year offers more flexibility and cost savings as DPS scheme changes can be shared more timely to keep the mail matching the processing runs.

    - o 2014 schedule will be posted on RIBBS.

    - o Based on new update frequency, software vendors have one week to make changes.

    - o List utilized must be based on mail induction date

    - o MERLIN can handle multiple labeling lists.

Maximization of 5D Scheme Labeling Lists

- ➢ Currently, 5D scheme labeling lists L012 (letters), L006 and L007 (flats) do not include all DPS 5-digit schemes.

- ➢ Starting in 2014, the plan is to align 5D scheme labeling lists with current DPS schemes. In January extensive changes will appear on the L012 and L006. L007 will be updated in the spring.

- ➢ A top down approach will be used to define 5D scheme labeling lists.

- ➢ Sharing a greater number of the schemes results in significant cost savings for the USPS, including reduced tray handlings, reduced volume for primary sortation as volume moves from 3-digit/AADC to 5-digit scheme.

Updated: _____

CFS/PARS CIOSS Consolidation

➢ In 2013, CFS units in operation was reduced to 22.

  o The Philadelphia PA CFS has been moved to Southeastern PA. Future moves are contingent upon implementation of RFS and FPARS.

➢ PARS CIOSS now consolidated to 64 plants. For 2014, the plan is to reduce 64 to 61.

  o Fargo ND was consolidated into Sioux Falls SD in October 2013 and Boise ID into Salt Lake City UT in November 2013.

MTEOR Update

➢ The MTEOR pilot program for local mailers (those that receive MTE from their local plant rather than directly from the MTESC) to order MTE online was launched on October 7, 2013.

➢ Of the three pilot sites, the Santa Ana P&DC (56 mailers) has been the most successful. The other two plants are South Jersey (62 mailers) and Indianapolis (43 mailers).

➢ Seventy-six (76) mailers have used MTEOR and 303 equipment requests have been placed.

➢ The nation-wide rollout (by Area) will begin on February 3, 2014 (Southern Pacific Area) and is projected to conclude by October/November 2014 (Western Area).

➢ Communication channels to inform mailers will include the participating plants, Postal Customer Councils, and BSN.

➢ MTEOR has a RIBBS website with useful resources.

➢ Some of the MTEOR enhancements include: updated MTE pricing, inventory history expanded to 14 days, key tabs installed on website dashboard.

Mail Prep & Entry Steering Committee Update

➢ One hundred-sixteen (116) ideas submitted to date as of November 15, 2013.

➢ Thirty-seven (37) closed (out of scope, withdrawn or re-assigned) and 19 completed.

➢ Twenty-nine (29) items are open, but the older items will be closed because no template has been submitted. Any closed item can be opened if a template is submitted.

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➢ Items 10 (FCM palletization requirements via labeling lists are not clear) and 12 (Clear authority and responsibility of management CSAs are not clearly defined) should be combined. Both items are ranked High Priority on the Benefit/Effort Matrix. These will be referred to the Network Operations LSS project.

➢ Recent revisions to DMM include Item 71 (Conflict in DMM language regarding presentation of MXD AADC trays), Item 77 (Increase pallet stacking limits), and Item 88 (Increase in the maximum number of pallets). These DMM revisions are effective January 16, 2014.

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Flats Strategy Update

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> This strategy does not affect First-Class mailers to any significant extent.

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Remittance Mail – Earned Value Initiative

> Redirect mail from origin to destination, including temporary arrangements by mailers where fast and dynamic redirection is need.

> Pricing survey is current focus: USPS awaiting industry players' feedback on "take rates/guesstimates" on volumes.

> Need more information before going to PRC

> Offering planned to start in 2014

> Next steps include: Finalize SOP, obtain volume "guesstimates from industry, and see Board of Governors approval to file with PRC.

Network Rationalization Phase II Status

> Phase II schedule not determined at this time (holding pattern due to potential legislative action)

> Any update will be handled through the BSN.

> February 1, 2014 is the effective date for the previously announced service standards changes which are needed in order to proceed with most of the Phase II consolidations.

Open Discussion

> It has been three years that USPS was going to let mailers know about rules around ADC/MADC but no action has been taken. We would like to keep this on the table for discussion at a later time.

ACTION ITEMS

- Incorporate Secure Destruction in MOP flow
    - ✓ Decision tree related to PARS flow (FCM)

- Communication on overnight service standard changes to general public
    - ✓ Direction on operational changes for mail entry based on service standard changes

Updated: _____

+ Lead from Operations side on drop ship endorsements/re-date metered mail

+ Clarification/communication on simplification of DMM

Session 2: PERIODICALS   (John Stark, MTAC Industry Leader)

Action Items from Last Meeting

➢ **Load Leveling Announcement – Add "why" to announcement**

➢ Completed

➢ **HUBS**

   o SV / eInduction

   o Pallet minimums

   o In-county newspapers

➢ **Evaluation establishing workgroup on adding BPM to comingle-mailing for Periodicals and Standard based on complexity –**

   o Workgroup is not needed at this time; software programing is complex for both USPS and industry, and additional time is needed for programming. Part of a future release.

➢ **Technical requirements for FSS preparation needed prior to January 2014**

   o FSS webinar held November 14, 2014. Will provide technical details in additional webinar prior to FSS implementation.

Engineering Technology Update

➢ A USPS Paper Manufacturer Printing Industry workshop was held on October 29, 2013. The workshop focused on:

   o Gaining a better understanding of the paper/printing process and impact on mail characteristics

   o How changes in volume, paper weight and type of paper influences mailing costs

   o How card stock, paper basis weight, poly, print quality, thickness, and Low "Run Stiffness" affect flat mail processing

   o The definition of Perfect Flat

➢ Mailers expressed concern about the term "Perfect" flat. No issue with defining optimal flat, but they do not want to see changes in mailpiece characteristics in the DMM.

➢ Pricing flexibility is needed regarding thickness/physical characteristics

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➢ Action Plan:

   o QTR 1, 2014: Conduct a workshop to discuss/define characteristics

   o QTR 2, 2014: Test characteristics using test mail

   o QTR 2, 2014: Discuss the refined characteristics

   o QTR 3, 2014: Develop guidelines for "Perfect Mail"

➢ FSS mail handling improvements include:

   o December 2013/January 2014: Deployment of new separation belts is ready for all 100 machines

   o December 2013/January 2014: Adding three (3) HW mods at feeders to better control stack quality and have gentler pick off of Low "Run Stiffness" Mail. Five (5) machines currently have mods installed and deployment is planned for the remaining machine during the December 2013 and January 2014 time frame.

   o The R&D evaluation plan for the High Speed Flats Feeder (HSFF) is currently in progress. Another tour will be scheduled during January MTAC, if there is interest.

Workgroup Updates

➢ **WG 157 – Load Leveling**

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   o Team met during week of 11/11/13 and scheduled to meet on Friday (11/22/13).

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➤ Notification to software vendors scheduled for December 15, 2103 and January 1, 2014 is date of implementation.

MTEOR Update

➤ The MTEOR pilot program for local mailers (those that receive MTE from their local plant rather than directly from the MTESC) to order MTE online was launched on October 7, 2103.

➤ Of the three pilot sites, the Santa Ana P&DC (56 mailers) has been the most successful. The other two plants are South Jersey (62 mailers) and Indianapolis (43 mailers).

➤ Seventy-six (76) mailers have used MTEOR and 303 equipment requests have been placed.

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➢ Any update will be handled through the BSN.

➢ February 1, 2014 is the effective date for the previously announced service standards changes which are needed in order to proceed with most of the Phase II consolidations.

Open Discussion

➢ None

ACTION ITEMS

🞧 Setup another field trip to visit FSS for January 2014 MTAC meeting.

🞧 Update at next MTAC meeting on AFSM FPARS (Linda Malone).
   ✓ Background, flow, sites, etc.

🞧 Update on APPS enhancements.

🞧 Flats Strategy – At next MTAC meeting share some of the plans (bundle assist, etc.).

Updated: _____

Session 3: STANDARD MAIL   (Wanda Senne, MTAC Industry Leader)

Action Items from Last Meeting

➢ Load Leveling – Provide announcement to MTAC

- o Completed

➢ Concerns with Labeling List and Mail Direction File schedule

- o Industry to provide data regarding impacted mailing with 30-day grace period

- o Potential to lengthen 15-day posting date prior to effective date

- o Reopen workgroup and refresh charter; outcome should include:

  - - Add communication and education

  - - 2014 schedule

- o Above all covered in presentation

➢ Communication on SCF discount at closing facilities

- o This special arrangement is proposed to end January 2015.

Engineering Technology Update

➢ A USPS Paper Manufacturer Printing Industry workshop was held on October 29, 2013. The workshop focused on:

- o Gaining a better understanding of the paper/printing process and impact on mail characteristics

- o How changes in volume, paper weight and type of paper influences mailing costs

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- o The definition of Perfect Flat

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Updated: _____

- o QTR 3, 2014: Develop guidelines for "Perfect Mail"

➢ Great exchange of information took place during the meeting.

➢ For the Perfect Flat, information to be shared as guidelines and not requirements.

➢ FSS mailing handling improvements include:

- o December 2013/January 2014: Deployment of new separation belts is ready for all 100 machines

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- o Five (5) machines install in the Washington, DC area, including four (4) machines and feeders installed at the Dulles, VA plant.

- o The R&D evaluation plan for the high speed flats feeder is currently in progress. Another tour will be scheduled during January MTAC, if there is interest.

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o Last location identified on December 20, 2013.

o Work closely with mailers to ensure the hub concept is successful.

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➢ February 1, 2014 is the effective date for the previously announced service standards changes which are needed in order to proceed with most of the Phase II consolidations.

Open Discussion

➢ None

ACTION ITEMS

➕ Schedule tour of FSS facility in January 2014 (MTAC week).

➕ Provide cost to run a flat across FSS.

➕

➕ Ballots mailed as Standard Mail (some states do this) and would this mail be affected by load levering (Linda Malone).

➕ Last Mile reporting and load leveling.

➕ More coordination communication on FSS entry at facility (Webinar).

Session 4: PACKAGE SERVICES   (John Medeiros, MTAC Industry Leader)

Action Items from Last Meeting

➢ Take up By / For issue with appropriate USPS functional owner

    o   Addressed in the final ruling soon to be released.

➢ Follow-up with Pricing regarding non-machineable issue

    o   This occurs because Priority Mail has machinable and non-machinable rolled together and there is far more machinable than non-machinable. This gap will

Updated: _____

increase. Mailer can rate shop and utilize the Priority segment when it is more cost effective. Note that for non-compliance the upcharge will only be 20 cents, not full Priority price.

➢ Follow-up on refund process as a result of labeling list data discrepancy

  o This action item was addressed by Pritha's group at the November 2013 session. At this time, the customer has not raised any further concerns/issues. If concerns are raised in the future, they will be addressed by Pritha's group.

➢ Notice on MTEOR homepage – Alerts / MTEOR Bulletin (time / date of next UG telecom)

  o Alerts are being sent out to industry and a PCC presentation is available.

➢ Pallet height requirements – Richard Porras to provide information to align with industry standards

  o Richard and Cathy Moon discussed – issue withdrawn

➢ Follow-up on HAZMAT requirements for eDoc in January 2014

  o We have two elements in the FR relating to hazmat mailers. The first is the requirement for them to populate a hazardous material indicator (actually an additional services indicator) in the Shipping Services File. Related to this a new STC for MRS hazmat mailpieces. These requirements are effective January 2014, but subject to a transitional period until July 2014.

  o The other issue is that MSP must disclose the by/for relationship (at any volume) for mail owners, when these mail owners have parcels containing hazmat. This is a January 2014 requirement.

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  o MERLIN can handle multiple sort schemes.

MTEOR Update

➢ The MTEOR pilot program for local mailers (those that receive MTE from their local plant rather than directly from the MTESC) to order MTE online was launched on October 7, 2013.

➢ Of the three pilot sites, the Santa Ana P&DC (56 mailers) has been the most successful. The other two plants are South Jersey (62 mailers) and Indianapolis (43 mailers).

Updated: _____

- Seventy-six (76) mailers have used MTEOR and 303 equipment requests have been placed.

- The nation-wide rollout (by Area) will begin on February 3, 2014 (Southern Pacific Area) and is projected to conclude by October/November 2014 (Western Area).

- Communication channels to inform mailers will include the participating plants, Postal Customer Councils, and BSN.

- MTEOR has a RIBBS website with useful resources.

- Some of the MTEOR enhancements include: updated MTE pricing, inventory history expanded to 14 days, key tabs installed on website dashboard.

Mail Prep & Entry Steering Committee Update

- One hundred-sixteen (116) ideas submitted to date as of November 15, 2013.

- Thirty-seven (37) closed (out of scope, withdrawn or re-assigned) and 19 completed.

- Twenty-nine (29) items are open, but the older items will be closed because no template has been submitted. Any closed item can be opened if a template is submitted.

- Thirty-one (31) items are active and ranked in the Benefit/Effort Matrix.

- Items 10 (FCM palletization requirements via labeling lists are not clear) and 12 (Clear authority and responsibility of management CSAs are not clearly defined) should be combined. Both items are ranked High Priority on the Benefit/Effort Matrix. These will be referred to the Network Operations LSS project.

- Recent revisions to DMM include Item 71 (Conflict in DMM language regarding presentation of MXD AADC trays), Item 77 (Increase pallet stacking limits), and Item 88 (Increase in the maximum number of pallets). These DMM revisions are effective January 16, 2014.

- For five (5) items (14, 22, 42, 63, and 86), the Final Rule will be posted in December, delayed due to the government shutdown.

- At present, there are 10 items ranked High Priority on the Benefit/Effort Matrix, 12 ranked Medium Priority, and two (2) ranked Low Priority. Seven additional templates were received since November 15th and will be ranked on the matrix.

Network Rationalization Phase II Status

- Phase II schedule not determined at this time (holding pattern due to potential legislative action)

- Any update will be handled through the BSN.

- February 1, 2014 is the effective date for the previously announced service standards changes which are needed in order to proceed with most of the Phase II consolidations.

Open Discussion

- Operations wants DDU appointments and RDDUs scheduled in Fast

Updated: _____

ACTION ITEMS

- Look at non-machineable issue.
  - ✓ End-to-end versus destination drop (NDC).

- Look at DDU mis-shipped 5D on labeling list versus DDU entry.
  - ✓ John M. to provide data to Shibani.

- Expand communication to other HQ functional areas regarding emergency situations so mailers are not penalized when mail drops are temporarily redirected.